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1 Queue Focus: Beyond Instant Messaging   ■
John C. Tang, James Bo Begole
November 2003 **Queue**, Volume 1 Issue 8

Full text available: 🔲 pdf(925.99 KB)
                    🔲 html(35.63 KB)   Additional Information: full citation, index terms

2 I M everywhere: Instant messaging in teen life   ▪
Rebecca E. Grinter, Leysia Palen
November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available: 🔲 pdf(348.66 KB)   Additional Information: full citation, abstract, references, citings, index terms

Instant Messaging (IM) is being widely adopted by teenagers. In a study of 16 teenage IM users, we explore IM as an emerging feature of teen life, focusing our questions on its support of interpersonal communication and its role and salience in everyday life. We qualitatively describe the teens' IM use interpersonally, as well as its place in the domestic ecology. We also identify technology adoption conditions and discuss behaviors around privacy management. In this initial investigation, we fo ...

Keywords: CSCW, HCI, chat, communications, domestic information technology, instant messaging, qualitative user study, teenagers

3 IM here: public instant messaging on large, shared displays for workgroup interactions ▪
Elaine M. Huang, Daniel M. Russell, Alison E. Sue
April 2004 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: 🔲 pdf(583.35 KB)   Additional Information: full citation, abstract, references, index terms

Instant messaging (IM) in the workplace has proven to be a valuable tool for facilitating informal communication. Its benefits, however, are generally limited to times when users are in front of their computers. Because so much work takes place while people are mobile within their workplace, we sought to extend the benefits of IM beyond people's personal machines and into publicly accessible groupware. We first conducted a study of large display groupware applications (LDGAs) to understand the a ...

Keywords: computer mediated communication, groupware, instant messaging, large displays, public displays

4 Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner

December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Full text available: pdf(163.10 KB)   Additional Information: full citation, abstract, references, citings, index terms

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

Keywords: computer-mediated communication, informal communication, instant messaging, media theory, outeraction

5 Awareness of presence, instant messaging and WebWho

Peter Ljungstrand, Ylva Hård af Segerstad

December 2000 **ACM SIGGROUP Bulletin**, Volume 21 Issue 3

Full text available: pdf(776.18 KB)   Additional Information: full citation, abstract, references, citings

We report from a study of how awareness of presence can affect instant messaging behavior. WebWho is a web based awareness system that visualizes where people are located in a large university computer lab. It allows students to virtually locate one another and, among other functions, to communicate via an instant messaging system. Typically, instant messages are signed with the sender's name, but messages can also be sent anonymously. The students use the messaging system to support collaborati ...

Keywords: awareness of presence, computer-mediated communication, instant messaging, web visualization

6 Managing communications: Contact management: identifying contacts to support long-term communication

Steve Whittaker, Quentin Jones, Loren Terveen

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available: pdf(206.57 KB)   Additional Information: full citation, abstract, references, citings, index terms

Much of our daily communication activity involves managing interpersonal communications and relationships. Despite its importance, this activity of contact management is poorly understood. We report on field and lab studies that begin to illuminate it.A field study of business professionals confirmed the importance of contact management and revealed a major difficulty: selecting important contacts from the large set of people with whom one communicates. These interviews also showed that communic ...

Keywords: PDAs, address books, asynchronous communication, communication history, contact management

7 Informing the design of an information management system with iterative fieldwork

Victoria Bellotti, Ian Smith

August 2000 **Proceedings of the conference on Designing interactive systems:**
processes, practices, methods, and techniques

Full text available: pdf(645.09 KB)   Additional Information: full citation, abstract, references, citings, index
terms

We report on the design process of a personal information management system, Raton
Laveur, and how it was influenced by an intimate relationship between iterative fieldwork
and design thinking. Initially, the system was conceived as a paper-based UI to calendar,
contacts, to-dos and notes. As the fieldwork progressed, our understanding of peoples
practices and the constraints of their office infrastructures radically shifted our design goals
away from paper-based interaction to embedded in ...

Keywords: design, field study, interview, iteration, personal information management

8 I Think, therefore IM: Hubbub: a sound-enhanced mobile instant messenger that
supports awareness and opportunistic interactions

Ellen Isaacs, Alan Walendowski, Dipti Ranganthan

April 2002 **Proceedings of the SIGCHI conference on Human factors in computing**
systems: Changing our world, changing ourselves

Full text available: pdf(435.28 KB)   Additional Information: full citation, abstract, references, citings, index
terms

There have been many attempts to support awareness and lightweight interactions using
video and audio, but few have been built on widely available infrastructure. Text-based
systems have become more popular, but few support awareness, opportunistic
conversations, and mobility, three important elements of distributed collaboration. We built
on the popularity of text-based Instant Messengers (IM) by building a mobile IM called
Hubbub that tries to provide all three, notably through the use of earc ...

Keywords: Palm, awareness, earcons, instant messaging, mobile computing, sound IDs,
sound instant messages, wireless

9 I Think, therefore IM: Introducing instant messaging and chat in the workplace

James D. Herbsleb, David L. Atkins, David G. Boyer, Mark Handel, Thomas A. Finholt

April 2002 **Proceedings of the SIGCHI conference on Human factors in computing**
systems: Changing our world, changing ourselves

Full text available: pdf(619.32 KB)   Additional Information: full citation, abstract, references, citings, index
terms

We report on our experiences of introducing an instant messaging and group chat
application into geographically distributed workgroups. We describe a number of issues we
encountered, including privacy concerns, individual versus group training, and focusing on
teams or individuals. The perception of the tool's utility was a complex issue, depending
both on users' views of the importance of informal communication, and their perceptions of
the nature of cross-site communication issues. Finally, we ...

Keywords: chat, distributed teams, groupware, instant messaging, presence awareness,
technology diffusion

10 Educational & help systems: StudioBRIDGE: using group, location, and event
information to bridge online and offline encounters for co-located learning groups

Susan Yee, Kat S. Park
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: 📄 pdf(346.59 KB)   Additional Information: full citation, abstract, references, index terms

StudioBRIDGE is an awareness system, based on instant messaging (IM), developed for students working in open studio spaces in the Architecture Department at the Massachusetts Institute of Technology (MIT). The goal of StudioBRIDGE is to help students initiate online and offline interactions by giving them an awareness of nearby people, groups, locations, and events of the community. Even when students are working in close proximity to each other, they are often not aware of the activities and ex ...

Keywords: awareness, computer-mediated communication, informal interactions, opportunistic interfaces

11 I Think, therefore IM: When conventions collide: the tensions of instant messaging attributed

Amy Voida, Wendy C. Newstetter, Elizabeth D. Mynatt
April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available: 📄 pdf(360.81 KB)   Additional Information: full citation, abstract, references, citings, index terms

We discuss findings from observation, interviews, and textual analysis of instant messaging use in a university research lab setting. We propose a method for characterizing the tensions that permeate instant messaging texts and that expose the collision between conventions of verbal and written communication. Given this method, we suggest a design space for exploring potential design choices in instant messaging clients. Finally, we recommend an analysis of communicative conventions as a fruitfu ...

Keywords: computer-mediated communication, computer-supported cooperative work, instant messaging, interaction design, sociolinguistics

12 I M everywhere: The character, functions, and styles of instant messaging in the workplace

Ellen Isaacs, Alan Walendowski, Steve Whittaker, Diane J. Schiano, Candace Kamm
November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available: 📄 pdf(519.02 KB)   Additional Information: full citation, abstract, references, citings, index terms

Current perceptions of Instant Messaging (IM) use are based primarily on self-report studies. We logged thousands of (mostly) workplace IM conversations and evaluated their conversational characteristics and functions. Contrary to prior research, we found that the primary use of workplace IM was for complex work discussions. Only 28% of conversations were simple, single-purpose interactions and only 31% were about scheduling or coordination. Moreover, people rarely switched from IM to another me ...

Keywords: informal communication, instant messaging, media switching, multitasking, workplace collaboration

13 Astrolabe: A robust and scalable technology for distributed system monitoring, management, and data mining

Robbert Van Renesse, Kenneth P. Birman, Werner Vogels

May 2003 **ACM Transactions on Computer Systems (TOCS)**, Volume 21 Issue 2

Full text available: pdf(341.62 KB)   Additional Information: full citation, abstract, references, citings, index terms

Scalable management and self-organizational capabilities are emerging as central requirements for a generation of large-scale, highly dynamic, distributed applications. We have developed an entirely new distributed information management system called Astrolabe. Astrolabe collects large-scale system state, permitting rapid updates and providing on-the-fly attribute aggregation. This latter capability permits an application to locate a resource, and also offers a scalable way to track sys ...

Keywords: Aggregation, epidemic protocols, failure detection, gossip, membership, publish-subscribe, scalability

14 Personal technologies: Making space for stories: ambiguity in the design of personal communication systems
Paul M. Aoki, Allison Woodruff
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: pdf(240.33 KB)   Additional Information: full citation, abstract, references, index terms

Pervasive personal communication technologies offer the potential for important social benefits for individual users, but also the potential for significant social difficulties and costs. In research on face-to-face social interaction, ambiguity is often identified as an important resource for resolving social difficulties. In this paper, we discuss two design cases of personal communication systems, one based on fieldwork of a commercial system and another based on an unrealized design concept. ...

Keywords: ambiguity, face-work, leases, mediated communication, push-to-talk

15 A system for the seamless integration of personal messages using agents developed on a lotus notes platform.
Ramiro Liscano, Roger Impey, Paul Gordon, Suhayya Abu-Hakima
November 1996 **Proceedings of the 1996 conference of the Centre for Advanced Studies on Collaborative research**

Full text available: pdf(92.87 KB)   Additional Information: full citation, abstract, references, index terms

We introduce a seamless messaging system for the management of personal messages. The aim of it is to intercept, filter, interpret, and deliver multimodal messages (voice, fax, and/or e-mail messages). Messages are delivered to the recipient regardless of their target messaging device. Seamless messaging involves finding the person (if urgent) and delivering the information to them on their cellular phone, pager, laptop, nearest fax, telephone, or workstation. The system includes a set of person ...

16 ContactMap: Organizing communication in a social desktop
Steve Whittaker, Quentin Jones, Bonnie Nardi, Mike Creech, Loren Terveen, Ellen Isaacs, John Hainsworth
December 2004 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 11 Issue 4

Full text available: pdf(4.29 MB)   Additional Information: full citation, abstract, references, index terms

Modern work is a highly social process, offering many cues for people to organize communication and access information. Shared physical workplaces provide natural support for tasks such as (a) <i>social reminding</i> about communication commitments and keeping track of collaborators and friends, and (b) <i>social data mining</i> of local

expertise for advice and information. However, many people now collaborate remotely using tools such as email and voicemail. Our field studie ...

Keywords: Email, human-computer interaction, instant messaging, interpersonal communication, iterative user-centered design, personal information management, personal social desktop, social data mining, social reminding, visualization

17 System technology: Supporting activity-centric collaboration through peer-to-peer shared objects
Werner Geyer, Jürgen Vogel, Li-Te Cheng, Michael Muller
November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available: pdf(366.92 KB)   Additional Information: full citation, abstract, references, citings, index terms

We describe a new collaborative technology that is mid-way between the informality of email and the formality of shared workspaces. Email and other ad hoc collaboration systems are typically lightweight and flexible, but build up an unmanageable clutter of copied objects. At the other extreme, shared workspaces provide formal, structured collaboration, but are too heavyweight for users to set up. To bridge this gap between the ad hoc and formal, this paper introduces the notion of "object-centri ...

Keywords: activity-centric collaboration, emerging collaboration, object-centric sharing, peer-to-peer, replication, synchronization

18 Session 4: Context awareness for group interaction support
Alois Ferscha, Clemens Holzmann, Stefan Oppl
October 2004 **Proceedings of the second international workshop on Mobility management & wireless access protocols**

Full text available: pdf(363.86 KB)   Additional Information: full citation, abstract, references, index terms

In this paper, we present an implemented system for supporting group interaction in mobile distributed computing environments. First, an introduction to context computing and a motivation for using contextual information to facilitate group interaction is given. We then present the architecture of our system, which consists of two parts: a subsystem for location sensing that acquires information about the location of users as well as spatial proximities between them, and one for the actual conte ...

Keywords: context awareness, group interaction, location sensing, sensor fusion

19 Late breaking result papers: HIM: a framework for haptic instant messaging
A.F. Rovers, H.A. van Essen
April 2004 **CHI '04 extended abstracts on Human factors in computing systems**

Full text available: pdf(483.56 KB)   Additional Information: full citation, abstract, references, index terms

Instant Messaging (IM) is a popular chatting platform on the internet and increasingly permeates teenage life. Even intimate and emotional content is discussed. As touch is a powerful signal for emotional content, haptic signals, and especially hapticons can contribute to overcome the inevi-table loss of subtle non-verbal communication cues. Audio-visual extensions of IM to share emotions, in particular emoticons, have been received enthusiastically by IM users. This indicates a realistic user-n ...

Keywords: communication, emoticons, hapticons, haptics, instant messaging (IM), intimacy, presence

20 Features: Instant Messaging or Instant Headache?

John Stone, Sarah Merrion

April 2004 **Queue**, Volume 2 Issue 2

Full text available: pdf(2.55 MB)
html(33.74 KB)   Additional Information: full citation, index terms

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    PGPUB-DOCUMENT-NUMBER: 20040161090
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    DOCUMENT-IDENTIFIER: US 20040161090 A1

    TITLE: Rules based real-time communication system

    PUBLICATION-DATE: August 19, 2004

    INVENTOR-INFORMATION:
    NAME   CITY   STATE   COUNTRY   RULE-47
    Digate, Charles J.   Winchester   MA   US
    Herot, Christopher F.   Newton Highlands   MA   US
    Ketudat, Tonytip   Lexington   MA   US
    Kopikis, Alexis M.   Brighton   MA   US

    US-CL-CURRENT: 379/202.01; 709/204

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    L6: Entry 2 of 9   File: PGPB   Jul 8, 2004

    PGPUB-DOCUMENT-NUMBER: 20040133638
    PGPUB-FILING-TYPE: new
    DOCUMENT-IDENTIFIER: US 20040133638 A1

    TITLE: Calendar-enhanced awareness for instant messaging systems and electronic
    status boards

    PUBLICATION-DATE: July 8, 2004

    INVENTOR-INFORMATION:
    NAME   CITY   STATE   COUNTRY   RULE-47
    Doss, J. Smith   Raleigh   NC   US
    Haverstock, Paul W.   Acton   MA   US
    Kovales, Renee M.   Cary   NC   US

Pozefsky, Diane P.   Chapel Hill   NC   US
Sundstrom, Robert J.   Cary   NC   US

US-CL-CURRENT: <u>709</u>/<u>203</u>; <u>707</u>/<u>104.1</u>, <u>715</u>/<u>738</u>

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L6: Entry 3 of 9   File: PGPB   Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128353
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DOCUMENT-IDENTIFIER: US 20040128353 A1

TITLE: Creating dynamic interactive alert messages based on extensible document
definitions

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Goodman, Brian D.	New York	NY	US	
Jania, Frank	Norwalk	CT	US	

US-CL-CURRENT: <u>709</u>/<u>204</u>

`| Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw D |`

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L6: Entry 4 of 9   File: PGPB   Feb 19, 2004

PGPUB-DOCUMENT-NUMBER: 20040034723
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040034723 A1

TITLE: Converged conferencing appliance and methods for concurrent voice and data
conferencing sessions over networks

PUBLICATION-DATE: February 19, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Giroti, Sudhir K.	Acton	MA	US	

US-CL-CURRENT: <u>710</u>/<u>8</u>

`| Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw D |`

☐ 5. Document ID: US 20030120593 A1

L6: Entry 5 of 9   File: PGPB   Jun 26, 2003

PGPUB-DOCUMENT-NUMBER: 20030120593
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030120593 A1

TITLE: Method and system for delivering multiple services electronically to
customers via a centralized portal architecture

PUBLICATION-DATE: June 26, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Bansal, Amar Inder Singh	Union City	CA	US	
Beylerian, Armen	Alameda	CA	US	
Cross, Vincent	Allen	TX	US	
Davies, Michael H. Lloyd	El Cerrito	CA	US	
Lam, Eric Cheukfung	South San Francisco	CA	US	
Manowski, Michael	San Francisco	CA	US	
Oborne, Timothy William	South San Francisco	CA	US	
Orleman, Paul J.	Daly City	CA	US	
Reyes, Hector JR.	Foster City	CA	US	
von See, Christopher	Garland	TX	US	
Srinivasan, Nahendran	Union City	CA	US	
Tsang, John	Sunnyvale	CA	US	
Welf, Ronald T.	Montara	CA	US	
James, Rebeccah	Allen	TX	US	

US-CL-CURRENT: 705/39; 705/36R

| Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw D |

☐ 6. Document ID: US 20030046296 A1

L6: Entry 6 of 9   File: PGPB   Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046296
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030046296 A1

TITLE: Calendar-enhanced awareness for instant messaging systems and electronic
status boards

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Doss, J. Smith	Raleigh	NC	US	

Haverstock, Paul W.	Acton	MA	US
Kovales, Renee M.	Cary	NC	US
Pozefsky, Diane P.	Chapel Hill	NC	US
Sundstrom, Robert J.	Cary	NC	US

US-CL-CURRENT: 707/102

`Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw De`

☐ 7. Document ID: US 20020147777 A1

L6: Entry 7 of 9   File: PGPB   Oct 10, 2002

PGPUB-DOCUMENT-NUMBER: 20020147777
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020147777 A1

TITLE: Apparatus and method for use in portal service for a team utilizing collaboration services

PUBLICATION-DATE: October 10, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hackbarth, Randy L.	Western Springs	IL	US	
Herbsleb, James David	Naperville	IL	US	
Wills, Graham John	Naperville	IL	US	

US-CL-CURRENT: 709/205; 709/227

`Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw De`

☐ 8. Document ID: US 20020143877 A1

L6: Entry 8 of 9   File: PGPB   Oct 3, 2002

PGPUB-DOCUMENT-NUMBER: 20020143877
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020143877 A1

TITLE: Apparatus and method for use in a data/conference call system to provide collaboration services

PUBLICATION-DATE: October 3, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hackbarth, Randy L.	Western Springs	IL	US	
Herbsleb, James David	Naperville	IL	US	
Wills, Graham John	Naperville	IL	US	

US-CL-CURRENT: <u>709</u>/<u>205</u>; <u>715</u>/<u>751</u>

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☐ 9. Document ID: US 20020143876 A1

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DOCUMENT-IDENTIFIER: US 20020143876 A1

TITLE: Apparatus and method for use in collaboration services

PUBLICATION-DATE: October 3, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Boyer, David Gray	Oceanport	NJ	US	
Coplien, James Owen	Wheaton	IL	US	
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